

WHAT IS CLAIMED IS:

1. A method for providing an interactive voice response service, the method comprising the steps of:
 - creating a pool of audio prompts;
 - subdividing the pool into segments;
 - generating code to randomly select prompts from one of the segments;
 - sending the generated code to a VoiceXML interpreter.
2. A method for providing an interactive voice response service, the method comprising the steps of:
 - creating a pool of audio prompts;
 - subdividing the pool into segments, where each segment has includes a shuffled sequence of audio prompts;
 - generating code to sequentially select prompts from one of the segments;
 - sending the generated code to a VoiceXML interpreter.

003021 8182260